

Adult Support & Protection

Protecting People in Moray



ADULT AT RISK OF HARM AND THE SIGNIFICANT PEOPLE IN THEIR LIFE: ENGAGEMENT AND COMMUNICATION PLAN



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1. VERSION HISTORY

| Version | Date | Details |
|---------|-----------|---------------|
| 0.1 | 18 Feb 22 | Created by VL |
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2. INTRODUCTION

Involvement of the Adult at Risk of Harm within the Adult Support and Protection process is pivotal in ensuring a rights based and person centred approach to the services delivered. The SCIE Report 47: User Involvement in Adult Safeguarding (<https://www.scie.org.uk/publications/reports/report47/>) has provided Adult Support and Protection partners with additional information and guidance on this matter and the many approaches to support the involvement of Adults in this process. This has been complemented by the National Health and Social Care Standards (<https://www.gov.scot/publications/health-social-care-standards-support-life/>). We have taken guidance from both, and they form the basis of this document - our engagement plan for ASP.

By ensuring involvement of the Adult and significant others (family, carers and friends) we can ensure the services we deliver are tailored to need, evidence based and accessible – achieving better outcomes for all involved.

This document will set out the aims of Health and Social Care Moray and the Moray Adult Protection Committee in involving Adults and the people important to them within the Adult Support and Protection process. Through achieving these aims a number of other measures will also be addressed. These include:

- Identifying areas for meaningful service improvement – embracing all feedback (not just the positive bits!) and striving to make changes in a timely fashion
- Connecting with the community we support.
- Building on our communication styles – and to provide feedback to Adults and the significant people in their life – in order to build connections and reach positive change
- Providing guidance to those working with Adults and the significant people in their life to support meaningful engagement.

It is recognised that this document is Adult Support and Protection specific and relates to engagement with Adults at Risk of Harm and the important people in their life who are part of, or have been part of the Adult Protection process. This document seeks to set out a partnership between the Local Authority and Independent Advocacy Services in ensuring Adults at Risk of Harm are heard, listened to and involved in the Adult Protection process. This document should be read in conjunction with Moray's

3. CONTEXT

Section 6 of The Adult Support and Protection (Scotland) Act 2007 (herein referred to as the 2007 Act) refers to the importance of the Local Authority providing Advocacy and other services in assisting Adults at risk of harm.

'Duty to consider importance of providing Advocacy and other services.

(1) This section applies where, after making inquiries under Section 4, a council considers that it needs to intervene in order to protect an adult at risk from harm. Where this section applies, the council must have regard to the importance of the provision of appropriate services (Including, in particular, independent advocacy services) to the adult concerned.

On a local level our Adult Support and Protection Biennial Report 2020 indicated our desire to engage more with individuals experiencing harm and the important people in their life. It is important that this type of engagement – is not seen as a 'tick box' exercise and that the views and feedback of individuals and their significant others are seen as pivotal to the work we undertake.

The Adult Protection Committee (APC) has both an interest and an oversight responsibility to develop a robust approach to communicating with Adults at Risk of Harm and the important people in their lives. This allows the APC to monitor the effectiveness of the ASP work undertaken, and to ensure the involvement with those we support. This is further referred to within the Committees terms of reference.

As part of the multi-agency continuous improvement work within Adult Support and Protection Services, a Risk Register was developed to highlight emerging and known risks and to ensure appropriate mitigations and measures were implemented to support and reduce said risk. One of the risks highlighted relates directly to Adult Participation and feedback.

‘Risk Title: Adult Voice

*Due to the voice of adult at risk not being at the centre of the process **there is a risk that** the support provided will be inadequate or ineffective **resulting in** missed opportunities for engagement and failure to meet outcomes identified by the Adult*

Impact: Poorer outcomes for Adult at Risk’

4. ADULT ENGAGEMENT GUIDANCE AND IMPLEMENTATION

[The Role of the Council Officer](#)

Throughout the Adult Support and Protection process a number of professionals are involved in communicating with the Adult and the important people in their lives. It is important that every opportunity to support the Adult in sharing their view is utilised. In Moray this starts at the point of referral/report of Adult Support and Protection concerns. It is good practice for all partners, when considering making a referral to the lead agency, to seek the view and consent of the adult at risk (except where seeking such views would lead to greater risk of harm or effect potential police inquiries). This is a key initial point of communication and discussion with the adult at risk. The Grampian Adult Support and Protection Training Framework curriculum for all partners is clear that this is covered within all training provided.

Following reporting, screening occurs by the lead agency to consider if an Adult Support and Protection referral should proceed to Initial Referral Discussion (IRD). To assist Council Officers and to ensure we meet our requirements within the 2007 Act a section within our Screening Documentation prompts the Council Officer or Social Worker to consider referral to Advocacy services as part of the process.

During IRD, further discussion takes place regarding whether a case proceeding to Investigation will require an Advocacy referral. This is included within the agenda for the meeting, and requires discussion of the multi-agency professionals involved. This discussion is recorded within the IRD summary minute.

During the process of Investigation and when in contact with the Adult the Council Officer seeks to capture the views of the Adult at Risk of Harm. In Moray, within our Investigation Paperwork we ensure that this information is captured in documentation

and recording within our Carefirst systems. Again, consideration of Advocacy services is a required/compulsory element within this document.

During Initial Case Conference and Review Case Conference the Agenda dictates that discussion regarding the Adults view is captured and discussed as part of the Protection and Action Plan moving forward, and requires the Adults (or their representatives) involvement.

Should an individual decline Advocacy referral the allocated Social Work or Council Officer will offer assistance and support to the Adult to ensure their feedback of the process experienced – this is further discussed within the Initial Case Conference/Review Case Conference and it is expected that the Feedback Form shown below is used for this purpose – further support is provided by the Chair of the meeting.

[The Role of Independent Advocacy](#)

Advocacy provide a pivotal role in relation to capturing an independent view from the Adults regarding their circumstances. Advocacy can also provide support to attend Case Conferences, and ensure that the Adult is supported to share their view throughout the process.

As part of a more detailed engagement plan it has been agreed that Advocacy will now also formally capture the Adults view of the adult protection process they are part of. Below we have documented the way in which this will be achieved.

Following Adult Support and Protection Investigation we acknowledge that the Adult may feel overwhelmed, confused or angry regarding both the harm they have experienced and – potentially – the response by professional/services. At this point, and prior to the Initial Case Conference we understand the importance of assisting and supporting the Adult in ensuring their voice is heard. To prepare for the Case Conference process, Advocacy (or the Council Officer or Social Worker should Advocacy not be involved) will seek to talk through the next steps and ensure that the Adult is offered the support necessary to attend, or should they chose not to attend that a statement of their views is presented on their behalf.

During Initial Case Conference or Review Case Conference further discussion will take place, directed by the Chair regarding further feedback on the Adult Support and

Protection process and the adult's understanding of it. When and how this is done will be agreed at the meeting and as early as possible in the process. Options might include, but are not limited to:

- Immediately following the initial case conference and the final review case conference
- At a separate meeting near the beginning and end of the process
- At a separate meeting, but at a later date

The feedback can be gathered by any identified professional but, where possible, it would be hoped that it will be gathered by an Independent Advocate to provide as unbiased a response as possible.

The subject areas should be put to the person in a way which meets their communication needs, using alternative methods where appropriate such as Talking Mats, signing, easy read etc. Should communication aids be required this will be provided.

The Advocate (or designated professional) gathering the feedback would need to know what the concerns were and what outcomes were discussed/agreed/achieved. Should significant others be identified (such as family members, informal carers or friends) and have attended, and been part of the process feedback should also be sought from those individuals.

The feedback will be presented during the next Review Case Conference if appropriate and further discussed. If required, feedback can be incorporated into the Protection and Action Plan – to assist in recording desired outcomes for Adults at Risk of Harm.

All feedback will be recorded, collated and analysed on a quarterly basis and presented to the Adult Protection Committee to inform of performance but also to inform improvements and meaningful engagement with Adults and the significant people in their life.

5. APPENDIX 1

This template will be used by Advocacy and/or front-line practitioners to assist in obtaining feedback from the Adults, family and unpaid carers who are part of, or have been part of the adult protection process. This feedback will be used to inform as part of continuous improvement to the service.

| Areas to be covered at the start of the process | | |
|---|---------|----------------------------|
| Questions | Answer | Any additional information |
| Do you want to share your thoughts on the Adult Support and Protection process? | Yes/ No | |
| Has someone explained to you about adult protection? | Yes/No | |
| Do you feel that you are at risk of harm? <i>OR</i> Do you feel the person you are supporting is At Risk of Harm? | Yes/No | |

| | | |
|---|--------|--|
| What would you like to happen as a result of this adult support and Protection process? | | |
| Areas to be covered at the end of the process. | | |
| Did it happen? (relevant to question 4) | Yes/No | |
| Did you feel listened to during conversations and meetings with people about helping you (or the person you support) feel safe? | Yes/No | |
| Do you feel (or do you feel the person you support) (is) at risk of harm now? | Yes/No | |
| Do you know who to contact if you need help in the future? | | |